

BUSINESS CONTINUITY PLANNING



ARE YOU READY? IS YOUR BUSINESS READY?

The Pleasant Hill Chamber of Commerce & The City of Pleasant Hill are reaching out to our business community with a simple message: **TAKE THE TIME NOW TO PREPARE FOR AN EMERGENCY.**

You have made a significant investment of time and resources into making your business a success. If your business had to close due to an earthquake or other disaster, would you be prepared to connect with your employees, distributors, customers or the agencies that could get you up and running again? It is estimated that 43% of all businesses that close because of a disaster never open again. Take the steps now to protect your business...

PLANNING LIST FOR BUSINESS

- a. Identify the hazards you may face.
- b. Plan for and reduce the impact of disasters.
- c. Plan for doing business after a disaster hits.
- d. Get advice on insurance, disaster supplies and the things you can do to make your business more disaster resistant.

By taking steps to protect your business now, you are protecting one of our community's most valuable assets. Not only do you provide important services, you are also responsible for jobs for our local residents and sales tax to help run our local government.

BUSINESS CONTINUITY PLAN

- Actions following an emergency
- Contact information
- Critical Functions
- Vital Records/Assets
- Test your Business Continuity Plan

BACK UP YOUR COMPUTERS

- List valuable documents, files and records
- Where are they stored?
- Are they backed up? Where and how often?
- Customer files and records
- Assets Inventory

YOUR BUSINESS IS YOUR WORLD.....



MAKE AN EMERGENCY PLAN

- Choose a safe place in every room--under a sturdy table or desk or against an inside wall where nothing can fall on you.
- Work with your business to practice DROP, COVER, AND HOLD ON at least twice a year. Drop under a sturdy desk or table, hold on, and protect your eyes by pressing your face against your arm. If there's no table or desk nearby, sit on the floor against an interior wall away from windows, bookcases, or tall furniture that could fall on you.
- Make sure that you and your employees have chosen an out-of-town family contact, and make sure that everyone in each person's family knows who this person is and their phone number.
- Take a first aid class. Keep your training current.
- Get training in how to use a fire extinguisher.
- Work with your employees to ensure that they have informed their out-of-state family contact, babysitters, sports coaches, and caregivers of their plan on what they will do if an earthquake occurs while they are at work.

IDENTIFY WHAT TO DO AFTER THE SHAKING STOPS

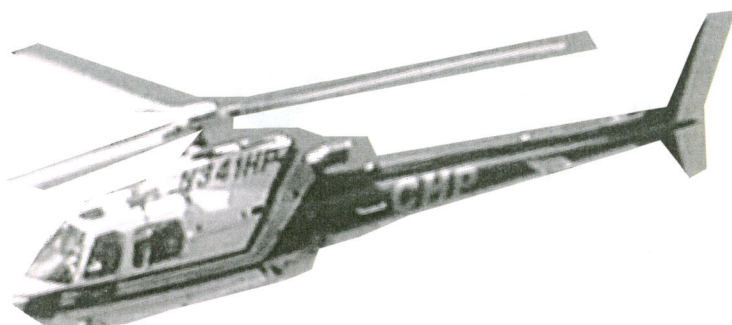
- **DO** check yourself for injuries
- **DO** check others for injuries. Give first aid for serious injuries
- **DO** look for and extinguish small fires. Eliminate fire hazards. Turn off the gas if you smell gas or think it's leaking. (Remember, only a professional should turn it back on.)
- **DO** turn on the radio for emergency bulletins (KGO 810, KCBS 740, and KLIV 1590 in the Bay Area).
- **DO** expect aftershocks. Each time you feel one, DROP, COVER, AND HOLD ON!
- **DO** use the telephone only to report life-threatening emergencies.

KNOW WHAT TO DO WHEN THE SHAKING BEGINS – IF YOU ARE AT WORK:

- DROP, COVER, AND HOLD ON! Move only a few steps to a nearby safe place. DROP to the floor. Take COVER under a sturdy desk or table. HOLD ON. The desk or table may move. Stay indoors until the shaking stops and you're sure it's safe to exit. Stay away from windows and brick or stone. In a high-rise building, expect the fire alarms and sprinklers to go off during a quake.
- If you are outdoors, find a clear spot away from buildings (including brick or stone chimneys), trees, and power lines. Drop to the ground.

KNOW WHAT TO DO IF YOU ARE IN YOUR CAR:

- **DO** slow down. Pull over if shaking starts again.
- **DO** turn on radio for emergency bulletins (KGO 810, KCBS 740, and KLIV 1590 in the Bay Area).
- **DO** obey "road closed" signs.
- **DO** give repair and emergency vehicles a break.
- **DO NOT** stop under underpasses or on bridges.
- **DO NOT** drive through water.
- **DO NOT** abandon car, except if it is unsafe to stay with it. If it must be abandoned, it should not be left in a traffic lane. If forced to abandon in a traffic lane, leave the keys in it.
- **MORE INFO** from ABAG on *Driving After Disasters*



This information is adapted from information prepared by the American Red Cross and Federal Emergency Management Agency, the California Governor's Office of Emergency Services and ABAG.

BUSINESS EMERGENCY SUPPLIES

PREPARE A DISASTER KIT

FOR YOUR BUSINESS, INCLUDING:

- First aid kit.
- Fire extinguishers.
- Canned food and can opener.
- At least three gallons of water per person (1 gallon of water-per person-per day).
- Battery-powered radio and flashlights, with extra batteries.
- Waterproof plastic bags.
- Written instructions for how to turn off gas, electricity, and water if authorities advise you to do so (Remember, you'll need a professional to turn natural gas service back on).
- Map with location of utility shut-offs & fire extinguishers.
- Emergency generator (if needed to, for example, work your lights and cash register).
- Mops, pails, paper towels, work gloves, surgical gloves and masks, for minor clean-up activities.
- Basic tools (such as hammers, wrenches, and crow bar).
- Heavy duty (6 mil) plastic or some plywood sheets to cover broken windows.
- Camera and film to document damage.
- Other supplies specific to your business (Think about what your business might need!)

PREPARE A DISASTER SUPPLIES KIT FOR YOUR CAR, INCLUDING:

- Water
- Prescriptions
- Food
- Cash (ATMs may not work)
- Walking shoes
- Comfortable clothes
- Jacket and hat
- Pencil and tablet
- Whistle
- First aid supplies
- Phone card
- Personal care and hygiene items
- Battery-powered radio
- Flashlight
- Blanket or Emergency blanket
- Special items for infant, elderly, or disabled family members
- Tarp

WORK WITH YOUR EMPLOYEES TO STORE PERSONAL SUPPLIES AT WORK, INCLUDING:

- Essential medications
- Protective clothing, rainwear, and walking shoes
- Flashlight with extra batteries
- Cash (ATMs may not work)



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EMERGENCY CONTACT INFORMATION

- Ambulance Services AMR 800-913-9106
- BART Information 510-464-6000
- CCC Fire Department 925-941-3300
- CCC Medical Center 925-370-5000
- Central Contra Costa Sanitary Dist. 925-228-9500
- Children's Hospital 510-428-3000
- Contra Costa Water District 925-688-8000
- EBMUD (water) 866-403-2683
- Garbage (commercial) 925-685-4711
- John Muir Medical Center 925-939-3000
- PG&E (gas & electric) 800-743-5000
- Pleasant Hill Building Dept. 925-671-5200
- Pleasant Hill Chamber of Commerce 925-687-0700
- Pleasant Hill Economic Dev. 925-671-5213
- Pleasant Hill Police Dept. 925-288-4600
- Pleasant Hill Public Works Dept. 925-671-5264
- Small Business Administration SBA 800-659-2955
- Telephone AT&T 800-222-0400

YOUR PERSONAL EMERGENCY NUMBERS

- Building manager _____
- Liability insurance agent _____
policy number _____
- Contra Costa County
Office of Emergency Services 925-228-5000
- American Red Cross 510-594-5100
- FEMA 800-621-FEMA

EMPLOYEE NUMBERS

NAME _____ NUMBER _____

OUT OF STATE EMERGENCY NUMBER _____

NAME _____ NUMBER _____

OUT OF STATE EMERGENCY NUMBER _____

NAME _____ NUMBER _____

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